

POUND HILL MEDICAL GROUP PATIENT CHARTER

ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.

Practice Leaflet:

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

Surgery Premises:

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Patients' rights to General Medical Services:

Patients have the rights to:

Be registered with a General Practitioner

Change doctor if desired

Be offered a health check on joining the surgery

Receive urgent care at any time from the practice

Receive appropriate drugs and medicines

Be referred for specialist or second opinion if they and the GP agree

Have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of patient notices, our patient news letter, giving as much notice as practicable.

Repeat Prescriptions:

To ensure the best possible knowledge of your personal health, these will be signed by your usual GP wherever possible.

Referrals:

Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.

We will normally process non-urgent referrals within five to ten working days of the patient consultation or the doctor's decision to refer.

Test Results

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result. (results are normally available after 2pm within 2 working days).

Transfer of Medical Records

The practice will endeavour to dispatch medical records required by the Health Authority within seven working days or same day if the request is made urgent.

Privacy and Confidentiality

We will respect our patients' privacy, dignity and confidentiality at all times.

Appointments

With a Doctor: We endeavour to offer patients non urgent routine appointments as book on the day and up to four weeks in advance. All patients requesting a medically urgent appointment will be triaged on the same day by a member of the triage team and will be offered an appointment that day or the next available routine appointment whichever is deemed necessary

With a Practice Nurse: We offer routine appointments with our Practice Nurses, Healthcare Assistants and Phlebotomist up to four weeks in advance.

Appointments: If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know. We are happy to update you on any delay situation if you feel you have been waiting too long.

Home Visits:

We are unable to guarantee a specific doctor will visit you as this depends on the availability and other factors. The decision to home visit will be at the doctors' discretion and may involve a call before to ascertain more details

Out of Hours Emergencies

We will do everything possible to ensure that our system for contacting our out of hours providers is easy to follow, reliable and effective.

Waiting Times

Surgeries will normally start on time

We expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation.

When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

With these rights come responsibilities and for the patients this means:

Courtesy to the staff at all times—remember they are working under doctors' orders

Responding in a positive way to questions asked by reception staff

To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!

An appointment is for **one** person only—where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record

be made available

Patients should make every effort when consulting the surgery to make best use of nursing and medical time—home visits should be medically justifiable and not requested for social convenience

When patients are asked to give 48 hours notice for repeat prescription, please remember this is working days, this will give us time to allow for accurate prescribing

Out-of-hours calls (e.g. evenings, nights and week-ends) should only be requested if they are felt to be truly necessary

Patients' Charter

Pound Hill Medical Group

Partners

Dr David Williamson

MB ChB DRCOG MRCGP Registered 1983

Dr Malcolm Procter

MB BS DRCOG MRCGP Registered 1984

Dr Neil Jackson

B Med Sci (Hons) BM BS Registered 1987

Dr Jenny Litchfield

B Med Sci (Hons) BM BS DRCOG Registered 1987

Dr Jurrien Kuipers

MD DRCOG Registered 1989

Dr Paul Spensley

B Med Sci (Hons) BM BS DRCOG Registered 1997

Dr Isi Ikhide

MBBS IMRCireland DRCOG DFRSH nMRCGP Registered 2001

Mr Perry Anderson

Salaried GP's

Dr Janet Lamont

MB BSc DRCOG MRGCP Registered 1991

Dr Priya Ganeshkumar

MB BS MRCGP Registered 2004